

Nursing Care Examiners Board

Description

The Board licenses nursing home administrators and certifies assisted living facility managers. Continuing education is prescribed by law for both groups. The Board approves continuing education and ensures that required hours are met. Complaints are investigated as they are received from members of the public or the Department of Health Services. Appropriate disciplinary action is recommended and enforced. In pursuit of its mission the Board will monitor local regulations, keep informed of health policies promoted by state government and remain aware of regulations proposed and implemented by federal, state and local authorities

IT Vision

IT resources will provide one-stop shopping services for agency personnel to perform skills efficiently, provide management reports and create a resource bridge between other state agencies, members of the public, as well as licensees, their employers, and certificate holders.

IT Mission

To use IT resources wisely, to enable the Board to protect the public by allowing ease of access to Board "read only" files. To provide ease of access to other government agencies desiring up-to-date information on licensees and certificate holders.

Goal 1

To affect more efficient licensing and certification of applicants.

Objective 1

Through IT, the Board's office will be accessible.

Current Situation

Web page is operational, however not advertised to the public or complete. Operation capability includes reduction of phone calls to Board office for CE forms, applications, and examination scheduling. Reduction in postage costs.

Performance Measures

- 1 Percent of project complete to obtain an agency website on the State's web portal.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	100	100	0	0	0

- 2 Percent of staff with e-mail addresses and Internet access.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	25	100	100	0	0

Objective 2

To efficiently streamline the application process, licensure and certification process and complaint

process enabling applicants and consumers rapid, accurate information about a licensee's status.

Current Situation

The growth in the elderly population has increased the workload and the need for more funding and computer upgrading.

Performance Measures

- 1 Percent of completing online access to the complaint database.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input					
		0	0	100	0	0

- 2 Percent of completion of public access to licensee status data.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input					
		0	100	0	0	0

Goal 2

Apply IT to complaint investigation and resolution.

Objective 1

Create computerized processes to notify complainants and licenses of opening and closing of a complaint. Create tracking system of complaint status. Create log sheet for management status report.

Current Situation

All complaints done by hand -- even log = very time consuming.

Performance Measures

- 1 Percent completion of complaint system.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input					
		50	0	75	100	0